

STATE OF SOUTH DAKOTA

**OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182**

MEANINGFUL USE AUDITOR

PROPOSALS ARE DUE NO LATER THAN 04/30/2013 at 5 PM CST

RFP # 2083

BUYER: Department of
Social Services, Division of
Medical Services

POC: Mark Close
Mark.Close@state.sd.us

READ CAREFULLY

FIRM NAME: _____ AUTHORIZED SIGNATURE: _____

ADDRESS: _____ TYPE OR PRINT NAME: _____

CITY/STATE: _____ TELEPHONE NO: _____

ZIP (9 DIGIT): _____ FAX NO: _____

FEDERAL TAX ID#: _____ E-MAIL: _____

PRIMARY CONTACT INFORMATION

CONTACT NAME: _____ TELEPHONE NO: _____

FAX NO: _____ E-MAIL: _____

1.0 GENERAL INFORMATION

1.1 PURPOSE OF REQUEST FOR PROPOSAL (RFP)

This is a request for proposal for a qualified offeror to complete Meaningful Use Stage 1, 2, 3 audits on the eligible professionals who received an Electronic Health Record Incentive payment from the state of South Dakota. It is estimated 241 of the eligible professionals who qualify will attest with the South Dakota Electronic Health Record Incentive Payment Program for the first program year of 2011. An additional 48 professionals may become eligible each year. As of March 15, 2013, South Dakota has paid incentive payments for Adopt, Implement, Upgrade (AIU) to 143 eligible providers.

The successful offeror will comply with all requirements contained in 42 CFR part 495, Standards for the Electronic Health Record Technology Incentive Payment Program. The offeror will be responsible for adherence to the approved Audit Strategy (Attachment B), conducting the audits, reporting the findings and recommend continuous quality improvement.

1.2 ISSUING OFFICE AND RFP REFERENCE NUMBER

The Department of Social Services/Division of Medical Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Department of Social Services/Division of Medical Services. The reference number for the transaction is RFP #2083. Refer to this number on all proposals, correspondence, and documentation relating to the RFP.

Please refer to the Department of Social Services website link <http://dss.sd.gov/rfp/index.asp> for the RFP, any related questions/answers, changes to schedule of activities, addendums, etc.

1.3 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)

RFP Publication	<u>03/26/2013</u>
Deadline for Submission of Written Inquiries	<u>04/09/2013</u>
Responses to Offeror Questions	<u>04/20/2013</u>
Proposal Submission	<u>04/30/2013</u>
Anticipated Award Decision/Contract Negotiation	<u>05/20/2013</u>

1.4 SUBMITTING YOUR PROPOSAL

All proposals must be completed and received in the Department of Social Services/Division of Medical Services by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

An original, 7 identical copies, and an electronic copy of the proposal shall be submitted.

The cost proposal must be in a separate sealed envelope and labeled "Cost Proposal".

All proposals must be signed in ink by an officer of the responder legally authorized to bind the responder to the proposal, and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected. The sealed envelope must be marked with the appropriate RFP Number and Title. The words "Sealed Proposal Enclosed" must be prominently denoted on the outside of the shipping container. **Proposals must be addressed and labeled as follows:**

**REQUEST FOR PROPOSAL #2083, PROPOSAL DUE 04/30/2013
SOUTH DAKOTA DEPARTMENT OF SOCIAL SERVICES
ATTENTION: MARK CLOSE
700 GOVERNORS DRIVE
PIERRE, SD 57501-2291**

All capital letters and no punctuation are used in the address. The above address as displayed should be the only information in the address field.

No proposal may be accepted from, or any contract or purchase order awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

1.5 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

1.6 NON-DISCRIMINATION STATEMENT

The State of South Dakota requires that all contractors, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

1.7 MODIFICATION OR WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

1.8 OFFEROR INQUIRIES

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after the date and time indicated in the Schedule of Activities. Email inquiries must be sent to Mark Close at Mark.Close@state.sd.us with the subject line "RFP #2083".

The Department of Social Services, Division of Medical Services will respond to offeror's inquiries by posting all compiled offeror inquiries and Department responses on the DSS website at <http://dss.sd.gov/rfp/index.asp>. Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

1.9 PROPRIETARY INFORMATION

The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

1.10 LENGTH OF CONTRACT

The contract start date will be mutually agreed upon by both parties with a proposed contract start date of June 1, 2013. The contract period will run through May 31, 2014 with the option to renew for two (2) additional years, in one (1) year increments at the discretion of the State.

1.11 GOVERNING LAW

Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in the State of South Dakota. The laws of South Dakota shall govern this transaction.

1.12 DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION/NEGOTIATIONS)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the State's request. The State reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each proposal is considered a working document and as such, will be kept confidential. The negotiation discussions will also be held as confidential until such time as the award is completed.

2.0 STANDARD AGREEMENT TERMS AND CONDITIONS

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as seen in Attachment A:

3.0 SCOPE OF WORK

An efficient and robust Medicaid program is essential to the Department of Social Services' vision of strong families as being South Dakota's foundation and future. One of the key components of an effective Medicaid program is the distribution of electronic health record incentive payments to qualified providers.

The selected vendor must have the capacity, requisite experience, and expertise to provide an effective, efficient strategy for South Dakota Department of Social Services to meet the audit strategy requirements of the electronic health records program.

The solution proposed by the selected vendor identifies tasks and deliverables the selected vendor will perform. The vendor is instructed to treat the tasks outlined in Attachment B as formal work requirements including:

- 3.1 Using Risk Assessment determine risk.
- 3.2 Three-tiered approach for Data Validation.
- 3.3 Perform a desk audit review including verification of data on the attestation form and record request.
- 3.4 Perform field audit if required. South Dakota has many rural communities, and the vendor may have to travel to these communities. Familiarity of the state is necessary.
- 3.5 Document audit and findings report and communicate to the Department of Social Services Electronic Health Records Staff.
- 3.6 Document vendors proven history in handling special projects with constraints of consecutive reporting deadlines

The Vendor may propose alternative tasks, broader tasks, or a different sequence of tasks if they meet or exceed the essential responsibilities described in this RFP.

For each item in Attachment B, the proposal should address how the Vendor will meet the task in order to implement the Scope of Work successfully to achieve full compliance with all tasks. The Vendor will identify any information or resources needed for the State in order to execute this Scope of Work.

The Vendor's response must include an executive summary, detailed narrative, project work plan, work flow diagram, description of the company, a list of references and contacts for electronic health records auditing contracts and a proposed detailed schedule and timeline for the execution of the project.

4.0 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

- 4.1 The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.
- 4.2 **Offeror's Contacts:** Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.
- 4.3 The offeror **MUST** submit a copy of their most recent independently audited financial statements.
- 4.4 Provide the following information related to at least three previous and current service/contracts performed by the offeror's organization which are similar to the requirements of this RFP. Provide this information for any service/contract that has been terminated, expired or not renewed in the past three years:
 - a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
 - b. Dates of the service/contract,
 - c. A brief, written description of the specific prior services performed and requirements thereof; and
 - d. A brief description of your ability and proven history in handling special project constraints.
- 4.5 Provide a description of your familiarity with AND availability to the project locale.
- 4.6 If an offeror's proposal is not accepted by the State, the proposal will not be reviewed/evaluated.

5.0 PROPOSAL RESPONSE FORMAT

5.1 An original, 7 copies and an electronic copy shall be submitted.

5.1.1 The offeror should provide one (1) copy of their entire proposal, including all attachments, in PDF electronic format. Offerors may not send the electronically formatted copy of their proposal via email.

5.1.2 The proposal should be page numbered and should have an index and/or a table of contents referencing the appropriate page number.

5.2 All proposals must be organized and tabbed with labels for the following headings:

5.2.1 **RFP Form.** The State's Request for Proposal form completed and signed.

5.2.2 **Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.

5.2.3 **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:

5.2.3.1 A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations.

5.2.3.2 A specific point-by-point response, in the order listed, to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP.

5.2.3.3 A clear description of any options or alternatives proposed.

5.2.4 **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

The cost proposal must be submitted in a separate sealed envelope labeled "Cost Proposal" as outlined in section 1.4 of this RFP.

See section 7.0 for more information related to the cost proposal.

6.0 PROPOSAL EVALUATION AND AWARD PROCESS

6.1 After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria:

6.1.1 Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;

- 6.1.2 Resources available to perform the work, including any specialized services, within the specified time limits for the project;
 - 6.1.3 Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;
 - 6.1.4 Cost of proposal;
 - 6.1.5 Availability to the project locale;
 - 6.1.6 Familiarity with the project locale;
 - 6.1.7 Proposed project management techniques; and
 - 6.1.8 Ability and proven history in handling special project constraints
- 6.2 Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
- 6.3 The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.
- 6.4 The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.
- 6.5 **Award:** The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.
- 6.5.1 If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the contractor. The agency may then negotiate with the next highest ranked contractor.
 - 6.5.2 The negotiation process may continue through successive offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.

7.0 COST PROPOSAL

South Dakota has paid incentive payments for Adopt, Implement, Upgrade (AIU) to 143 eligible providers as of March 15, 2013. It is estimated 241 of the eligible professionals who qualify will attest with the South Dakota EHR Incentive Payment Program for the first year. An additional 48 professionals may become eligible each year.

The offeror's proposal must include costs per eligible professional MU desk audit and costs per eligible professional MU field audit. The desk audit and field audit cost proposal should include all costs but not limited to: required staff, travel, materials, and incidentals, among others.